

Assistant Information Systems Analyst

Permanent—Full Time

Position Number 339-100-1479-900

SALARY RANGE:

Range L: \$3,247—\$3,872

Range M: \$3,350—\$4,192

Range N: \$4,016—\$5,280

DUTIES: Under supervision of the Information Technology unit manager, the incumbent handles the IT support functions of average difficulty, including providing help desk support, maintenance of users' IT equipment, and LAN administration. In addition, the incumbent will assist the IT unit with other routine daily IT duties as needed. Specific duties include but are not limited to:

IT Office Functions – 45%

- Maintain client laptops, desktop computers, portable printers, and scanners. Migrate data from one computer to another.
- Set up and install new personal computers, printers, software and troubleshoot, analyze, and resolve hardware and software problems.
- Establish new users and remove old users from the network. Reset passwords as needed.
- Assist with new computer imaging, deployment and re-imaging of existing computers.
- Assist in the procurement of IT hardware and software.

Help Desk Support – 35%

- Provide help desk support by resolving the more routine problems of average difficulty; apply diagnostic techniques to identify problems, investigate causes and recommend solutions to correct hardware or software system failures; and resolve problems through research of multiple alternatives.
- Provide customer service through one-to-one contact.
- Answer questions related to Microsoft Office products, Adobe Acrobat products, encryption services and other software utilized by the office.
- Provide back up support on activities related to videoconferencing and web conferencing and research and develop solutions for connectivity issues.

LAN Administration – 15%

- Install, upgrade, configure, document, and maintain the office's network and server hardware and software to provide increased capability and meet requirements.
- Test newly installed hardware/software systems to ensure that they function correctly and meet requirements using test scenarios and test plans, vendor-supplied tools, documentation, and/or technical knowledge as needed.
- On a rotating schedule, assure that daily, weekly, monthly, and other backups are properly performed on critical data.
- Perform analysis and make recommendations, both formal and informal, to manager on hardware/software systems to suggest alternatives that satisfy business requirements using technical knowledge, documentation and communication skills as needed.
- Support the administration of the office's Active Directory infrastructure.

Website Maintenance – 5%

- Prepare and perform routine intranet and internet website updates.

DESIRABLE QUALIFICATIONS:

- Experience with Microsoft Windows and Office.
 - Experience with or desire to learn Windows and server administration.
 - Experience with or desire to learn network administration.
 - Experience in configuring, troubleshooting, analyzing and diagnosing computer software/hardware issues.
 - Good written and oral communication skills including preparation of detailed technical documentation.
 - Excellent collaboration and customer service skills.
 - Strong analytical, problem solving, planning, and organizational skills.
 - Ability to be flexible to shift in priorities and/or workloads to achieve project goals.
 - Ability to work both independently and as part of a team.
 - Knowledge of computer, network, application, and database structures.
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TO APPLY, send or deliver a completed STD.678 to:

Location

California State Auditor
Human Resources Office
621 Capitol Mall, Suite 1200
Sacramento, California 95814

Contact

Kristina Gin
(916) 445-0255, ext. 500
kristinag@auditor.ca.gov

FINAL FILING DATE: OCTOBER 16, 2015

All applications must be postmarked no later than the final filing date. **Applications postmarked after the final filing date will not be accepted for any reason.**

SELECTION PROCESS: Current state employees with status in the Assistant Information Systems Analyst classification, lateral transfers from an equivalent classification, former state employees who can reinstate into this classification, and persons who are reachable on a current employment list for this classification may apply.

All interested applicants must submit a STD. 678 (with an original signature) and indicate the basis of their eligibility on the STD. 678. Failure to provide eligibility information may result in disqualification from the hiring process. **Emailed applications will NOT be accepted.**

All appointments will be made in accordance with applicable personnel laws and rules. Only those appearing most qualified will be interviewed. Additional hires may be made from this bulletin if positions become available.

Any applicant receiving a conditional job offer will be subject to fingerprinting and an inquiry to the CA Department of Justice to disclose criminal records prior to appointment.

All State Auditor's Office employees are excluded from collective bargaining.

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.